

# QUARTERS AFLOAT AND ASHORE

This chapter explains the procedures used to operate and care for officers' quarters afloat. It also explains the organization of bachelor quarters (BQs) ashore and the resulting operational responsibilities that are assigned to MSs.

### OFFICERS' QUARTERS AFLOAT

The Commander, Naval Supply Systems Command (COMNAVSUPSYSCOM) is responsible for providing administrative and technical direction for officers' quarters afloat. To discharge this responsibility, COMNAVSUPSYSCOM issues directives and letters of guidance and provides training and aid to operating personnel.

### TYPES

Quarters on board ships are of several different types. Flag officers and commanding officers (COs) have their own mess and their quarters. They are normally larger and more like bedrooms than other officer quarters found on board ships.

#### Flag Officer

Quarters for flag officers include a stateroom and private head facilities. The staterooms are like small bedrooms ashore.

#### Commanding Officer

Quarters for the CO are like the quarters provided for flag officers.

#### Staterooms

Staterooms are berthing spaces provided for officers aboard ship. They are similar to small bedrooms. Officers other than flag officers, COs, executive officers (XOs), and sometimes department heads are billeted two to a stateroom.

### ORGANIZATION

The mess caterer or, if there is no caterer, the mess treasurer is usually responsible to the mess president for the service, care, and maintenance of quarters afloat.

#### Mess Caterer

The mess caterer is responsible for the efficient management of the officers' staterooms, including maintenance and repair of government-owned equipment and stateroom facilities. The caterer is also responsible for providing linen, laundry, and cleaning services.

#### Leading Mess Petty Officer

The senior enlisted person assigned to the wardroom mess is the leading mess petty officer. The leading mess petty officer is responsible to the mess caterer for both the supervision of foodservice and stateroom service personnel. He or she also oversees the details of the daily wardroom mess operation.

#### Stateroom Supervisor

Ship's size often dictates whether or not a stateroom supervisor is assigned. If assigned, the stateroom supervisor is responsible to the leading mess petty officer for supervising the personnel assigned to stateroom service.

As an MS, you may be assigned to supervise stateroom services afloat. As a supervisor, you are expected to manage and coordinate the activities of personnel who provide stateroom services. Your duties may include but are not limited to the following:

- Planning the work schedule
- Developing efficient methods for cleaning and maintaining the staterooms using limited cleaning equipment and supplies available
- Practicing proper inventory management regarding linen, supplies, and cleaning equipment

- Being familiar with the location of each stateroom, the easiest route to the ship's laundry, and laundry pickup schedules

### **Other Assigned Personnel**

MS personnel are responsible for performing functions associated with the management and operation of officers' quarters afloat. However, a rotational pool of enlisted personnel in paygrades E-1 through E-3 may be provided to aid the MSs in providing maintenance, cleaning, and other services.

When assigned, the rotational pool is under the supervision of an MS and may perform the following duties:

- Daily bed-making services and weekly bed linen changing for the CO, XO, unit commander, and officers in paygrades O-5 and above
- Maintenance and cleaning of all staterooms and associated living spaces
- Cleaning of passageways and heads in officers' quarters
- Making sure officers' beds have clean linen, and soiled hand and bath towels are changed twice weekly, airing bedding, turning mattresses, vacuuming bunks, washing paintwork, and having chair covers and bedspreads dry-cleaned quarterly
- Assisting MS personnel in the cleaning and maintenance of foodservice spaces including wardroom service and food preparation

### **OFFICER REGISTRATION**

In an ideal situation, the wardroom officer would be told before an officer's pending arrival. Normally, a new officer is assigned to a stateroom by the wardroom officer or mess treasurer. In some ships, the stateroom of an outgoing officer will be occupied by the relieving officer. Registration procedures vary between ships. However, the Registration Record, NAVCOMPT Form 2104, is recommended for use in registering officers. Afloat, the reverse side of this form also can be used to record financial transactions between the officer and the wardroom mess. An example is the payment of his or her monthly mess bill.

## **AFLOAT STATEROOM SERVICE**

Basic officer stateroom maintenance service, which includes sweeping, dusting, sink cleaning, painting, laundry services, and care of private effects, is explained next.

### **STATEROOM CARE**

The work required in the maintenance of the wardroom and staterooms is not physically hard. However, it does require a sense of orderliness and attention to detail. It also requires an understanding of the important role played by MS personnel in support of the ship and the Navy. The specialized support provided by the MS rating within the wardroom/stateroom areas is as necessary to the Navy as specialization provided in the weapons and engineering areas.

Staterooms must be thoroughly cleaned. This includes furnishings, ledges, corners, and bulkheads. The same cleanliness is required for heads, showers, passageways, and vestibules.

### **Access to Staterooms**

The wardroom and staterooms are officers' country. The mess personnel duties and their continuous presence in officers' country produce an especially close relationship between the enlisted personnel and mess officers. Successful wardroom operation depends upon the mutual trust and respect of this relationship. This trust results from high levels of personal honesty and integrity. The wardroom and stateroom areas are out of bounds to personnel other than mess members and mess personnel. The only exception may be for official business related to those spaces.

### **Care of Private Property**

One important rule to follow in cleaning staterooms is to avoid disturbing anything of a private nature that has been left laying about. Occasionally, officers rush off leaving letters, papers, money, or other valuables in sight. These instances should be reported at once to the officer, the wardroom leading MS, or the stateroom supervisor. Furthermore, papers, books, or letters should not be examined if left laying around. These may concern official Navy matters or the officer's personal affairs. In either case, they are to be treated as private property. If valuables or other private items must be removed when cleaning, you should make sure they are put back where they were found.

## **Cleaning of Staterooms**

Daily cleaning is necessary, but the extent to which spaces are cleaned may vary with particular circumstances. More uniform cleaning can be done by using a cleaning bill. An example of a stateroom cleaning bill follows:

### DAILY

- a. Clean washbasin, mirror, soap container, and toothbrush holders.
- b. Make up beds for officers 0-5 and above.
- c. Sweep and mop deck or vacuum carpet.
- d. Empty and wash ashtrays.
- e. Empty wastebaskets.
- f. Dust all furniture.

### WEEKLY

- a. Wash paintwork.
- b. Polish brightwork.
- c. Clean electric fans and wipe down light fixtures.
- e. Replace soiled hand and bath towels and replace with clean ones as scheduled.
- f. Deliver and pick up officers' laundry as scheduled.
- g. Replace stripped linens with fresh clean ones. Leave linens on top of beds (0-4 and below only), as scheduled.
- h. Scrub and wax deck or spot-check carpet and remove stains as scheduled.
- i. Clean air-conditioning filters and screens.
- j. Hold general field day for certain staterooms as scheduled. Stand by for inspection.

### CLEAN AS SCHEDULED

- a. Turn mattress over and vacuum underneath (monthly-preferably during linen change).
- b. Send draperies, curtains, chair covers, and bedspreads for dry cleaning (quarterly).
- c. Shampoo carpets (quarterly).

## **Personal Service**

The following services are considered of a personal nature and are the sole responsibility of individual officers:

- Bed making and bed linen changing except for 0-5 and above
- Care, maintenance, and orderliness of personal effects that include military uniforms, uniform accessories, and shoes
- Sorting and storage of personal laundry

## **Mail Service**

MSs may be appointed to act as mail orderlies. As mail orderlies, they pick up the mail from the staterooms at prescheduled times and deliver it to the post office. MSs also may draw officer mail from the Postal Clerk and deliver it. Mail not delivered should never be left in the wardroom. Mail orderlies must not be required to mail or pickup registered, certified, or insured mail.

## **HABITABILITY**

Officers' quarters aboard ship (staterooms) should present maximum habitability. COs usually require the highest standards of service and sanitation in the ship's staterooms. There is no ship so lacking in facilities, equipment, or personnel that minimum standards cannot be met. Careful use of supplies and overhaul funds on allowed items should be exercised within the limitations of funding. This will achieve the maximum level of habitability. Improvisation with tender assistance may correct ship-design defects.

Since an officer's quarters is his or her seagoing home, the officer should not be reluctant to spend his or her efforts toward the physical improvement of the wardroom and stateroom.

## **Care of Heads and Showers**

An example of a cleaning bill for stateroom heads and showers follows:

### DAILY

- a. Clean washbasins and wipe down mirrors.
- b. Refill soap and towel dispensers.
- c. Clean utility sink and storage area.
- d. Wipe down shower curtains.

- e. Scrub down shower stalls.
- f. Wipe down glass doors or stainless steel doors.
- g. Scrub rubber mats and air dry.
- h. Scrub, clean, and disinfect/sanitize urinals and commodes (use rubber gloves).
- i. Wipe down partitions or dividers.
- j. Sweep and swab deck with hot soapy water and disinfectant.
- k. Replenish toilet paper.
- l. Empty trash can.
- m. Clean and neatly store all cleaning gear in locker.

#### WEEKLY

- a. Scrub down bulkhead.
- b. Clean overhead and light fixtures.
- c. Scrub down shower curtains; replace as required.
- d. Descale urinals and commodes.
- e. Wipe down and polish stainless steel and all other brightwork.
- f. Sweep, swab, and scrub deck with hot soapy water and disinfectant.

#### CLEAN AS SCHEDULED

- a. Replace burned-out bulbs as required.
- b. Replace missing curtain hooks and rubber mats.
- c. Check for water leaks; cold and hot water.

### **Passageways and Vestibules**

Passageways and vestibules are also important parts of the responsibilities of MSs and rotational pool personnel and must be incorporated in both the daily and weekly schedules. An example of a passageway and vestibule cleaning bill follows:

#### DAILY

- a. Sweep down ladders; vacuum if necessary.
- b. Sweep, swab, and buff passageways and vestibule decks.
- c. Wipe down ladder handrails with hot soapy water.

- d. Clean around deck combing or hatch openings.
- e. Check angle irons and ledges for gear adrift.
- f. Clean scuttlebutt.

#### WEEKLY

- a. Spot-check bulkheads and scrub down as required.
- b. Sweep, swab, wax, and buff decks.
- c. Dust overhead, light fixtures, and air vents.
- d. Clean baseboards and make sure all corners are completely cleaned.
- e. Scrub down ladders and dust guards with hot soapy water.
- f. Clean knife edges of hatches and ports.
- g. Polish brightwork as scheduled.

#### CLEAN AS SCHEDULED

- a. Strip wax once every 2 weeks or as scheduled.
- b. Check nonskid deck treads; replace as required.
- c. Check for burned-out bulbs and replace as required.
- d. Check quarterly for preservation and paint as required.

### **Care of Deck Coverings**

There are various types of floor coverings such as vinyl, linoleum, and terrazzo provided for the interior decks. These coverings require special care. Rough and improper maintenance quickly destroys the appearance and durability of these coverings. Before cleaning and finishing these coverings, you should refer to the NAVSUP P-421. This gives information on the proper cleaning solution and the type of wax that should be used.

### **Carpet Care**

The ability of carpets to perform most of the functions of many materials that are used as deck coverings has long since been acknowledged. Overall safety factors and low maintenance costs make carpeting a far more desirable and flexible environmental control material than any hard surface material that performs only a single function.

**PREVENTIVE MAINTENANCE.**— Maintenance time and costs can be extremely reduced and a good overall appearance of carpets can be maintained by eliminating soil and dirt before they are tracked into staterooms. Mats placed outside on inside entryways will eliminate most of the soil from shoes before it can be tracked onto the carpet. Critical high traffic areas, such as hallways and entrance doors, take the brunt of soiling. Frequent vacuuming and preventive maintenance in the high traffic areas will reduce the amount of time required to maintain these areas.

**MAINTENANCE PROGRAM.**— Carpet maintenance is directly related to the amount of traffic in the area.

- Daily. Clean with vacuum cleaner along all traffic patterns. It is extremely important to keep carpets as free as possible of hose, sandy, gritty soil. Remove spots and stains as they occur, if possible.

- Weekly. The pile brush combines a brushing and vacuuming action. It should be used at least once a week in addition to the regular cleaning and vacuuming.

proper shampooing procedures require the use of a neutral, synthetic detergent that is specifically designed for cleaning carpets. First, pile brush the carpet against the lay of the pile, then vacuum the carpet thoroughly.

During the actual shampooing, all furniture should be removed. Shampoo the carpet in circular strokes, with a uniform application of suds. After the shampooing, spot-clean any stains that remain. Following this, give the pile a finishing operation by hand-napping. Normally, drying takes 6 to 8 hours. In areas of traffic that must be used before the carpet is thoroughly dry, nonstaining paper should be placed on the carpet to prevent tracking soil onto the fabric. As a final operation, vacuum the carpet on the following day to remove any fluff and lint loosened by the shampooing process.

**SPOTTING PROGRAM.**— A separate spot-cleaning program should be established, especially for areas where accidental spillage occurs at a higher rate. There are many excellent commercial spot-removal kits available for this type of use. Spills should be attended to as soon as possible and never left for more than a day.

**DUST AND DIRT.**— Carpets are cleaned primarily to remove soil, to try to restore the original color, to lengthen wear life by the removal of gritty soil, and to discourage mildew and other unsightly damages. A good carpet care program will save time and money.

**LOW MAINTENANCE.**— Carpeting requires only about half as much time to maintain as hard-surfaced decks. Demonstrations should be obtained from professional carpet cleaners before starting your own carpet care program.

### **Control of Linen, Cleaning Equipment and Supplies**

Aside from being expensive, supplies afloat are limited. A separate record should be kept for linen, cleaning equipment, and consumable supplies. You should set up a high limit and a low limit for all items used to help determine your requirements.

### **BACHELOR QUARTERS ASHORE**

BQs are established to provide essential lodging for eligible personnel. Complete guidance for management of BQs ashore is given in the *Navy Bachelor Quarters Manual*, NAVPERS 15606. The Chief of Naval Operations (CNO) has assigned the responsibility for providing administrative and technical guidance for operating Navy BQs to the Bureau of Naval Personnel (BUPERS). To discharge this responsibility, BUPERS issues directives and requires financial reports for BQ billeting funds. It also provides technical aid and training for BQ officers and operating personnel. The Navy's commitment to operating effective BQs ashore is summarized next.

The Navy has an obligation to provide all authorized residents of Navy BQs with a healthful living environment located in clean, well-maintained, comfortable facilities. To meet this obligation, sufficient resources, including personnel, facilities, and funds, will be committed. Further, Navy BQs will be operated in a reamer that will provide the residents with as much privacy, security, and freedom as possible.

Navy BQs must be managed in a manner that conserves resources and protects the Navy's investment in facilities and furniture, fixtures, and equipment (FF&E).

To provide the level of professional management necessary for Navy BQs, a trained core of managers is required. These managers are drawn primarily from the MS rating.

As an MS, you maybe assigned duty in a BQ ashore in either bachelor officers' quarters (BOQs) or bachelor enlisted quarters (BEQs). Wherever or whatever your specific duties, to perform them well, you must be

thoroughly knowledgeable, have leadership ability, and be a service-oriented individual.

## **BQ MANAGEMENT ORGANIZATION**

The BQ management organization is centralized in Washington, DC, under BUPERS (PERS-671) and has the following responsibilities:

- Developing and implementing administrative procedures for Navy BQs
- Achieving the objectives of the Navywide personnel support facilities (PSFs) within the overall objectives of the Military Construction (MILCON) Program
- Evaluating the habitability, occupancy criteria, and design of BQs
- Developing policy that governs assignment, determination, and use of bachelor housing
- Providing liaison to the Chief of Naval Education and Training (CNET) with a view toward establishing and improving BQ management training
- Inspecting BQ operations by use of the BQ management assistance and inspection team (MAIT) to ensure compliance with NAVPERS 15606 and other applicable directives
- Providing helpful suggestions and recommendations to improve living conditions, reduce costs, and provide classroom and on-the-job training tailored to each command's needs

## **CLASSIFICATION OF PERSONNEL ASSIGNED DUTIES IN BQs**

MSs are normally assigned command supervision, management, and administrative billets in BQs. When MS personnel are not readily available, officers, chief warrant officers, or other enlisted personnel may be assigned. Enlisted personnel are prohibited from performing housekeeping functions in BQs other than their own personal spaces.

BQ personnel also may include civil service, nonappropriated fund, and contract employees.

### **Civil Service Employees**

Civil service employees are civilian employees paid from appropriated funds. They may be assigned duties in BQs where military personnel are not available.

Under these circumstances, civilian personnel may serve as BQ, BOQ, or BEQ officer, or other positions that gives them the responsibility for the proper operation and management of the BQ. Information governing civil service employees can be found in the *Federal Personnel Manual*.

### **Nonappropriated Fund Employees**

Nonappropriated fund employees are civilian employees paid from nonappropriated funds. Additional information and requirements about nonappropriated fund employees are contained in SECNAVINST 5300.22.

### **Contract Civilian Employees**

Contract civilian employees are not governed by any of the regulations mentioned previously. Compliance to the provision of the contract and any collective bargaining agreement applicable to employees performing on this contract are subject to the requirements of the Service Contract Act.

## **OPERATIONAL RESPONSIBILITIES**

Centralization of management refers to the direct management control of all BQs (less those assigned to the U.S. Marine Corps) by the CO on whose real property account these buildings appear. It additionally refers to consolidation under one specific department (for example, administrative, supply, or BQ) in the chain of command. Under the management system, tighter control, better accountability, greater occupancy of quarters, and further savings in resources can be realized.

Liaison must be set up between the BQ officer and tenant representatives to discuss responsibilities, establish communications, and promote a cooperative atmosphere to improve conditions and habitability of the personnel concerned.

Responsibilities of the host CO are as follows:

- Development and implementation of rules and regulations
- Assignments and terminations, including issuance of all certificates of nonavailability (CNA) and approval of all authorizations for payment of basic allowance for quarters (BAQ, single)
- Use of housing assets and preparation of inventory, occupancy, and utilization reports

- Review of all reports containing BQ information including cost, maintenance, and performance data
- Control of issue, repair, and procurement of furnishings
- Coordination of utilities conservation efforts and facilities management activities
- Development of BQ requirements surveys and development of program data

Responsibilities of the tenant CO are as follows:

- Support host command BQ regulations
- Participate in quarters inspections regularly
- Provide self-help program for the improvement of bachelor housing
- Provide host with information as to personnel drawing single BAQ in compliance with host policies and procedures
- Inform BQ officer of troop movements

More detailed information regarding the responsibilities of the host and tenant CO can be found in NAVPERS 15606.

### **BQ Advisory Committee**

The purpose of the BQ advisory committee is to give residents a direct line of communication to management and command without being diluted or filtered. The committee deals with many areas of resident involvement, some of which are as follows:

- Determining residents' likes or dislikes
- Hearing suggestions and complaints
- Fostering self-help programs
- Improving resident involvement
- Gaining resources for the BQ
- Organizing resident action
- Establishing command positions
- Helping reduce vandalism and theft problems

Membership in the BQ advisory committee must be voluntary and representative of a cross section of the occupants. This cross section of occupants should be based according to rank and rate, building, floor, or wing. (The committee chairperson is selected from the group.) The meetings should be attended by the BQ

officer and building petty officers (BPOs). BQ staff members should keep a low profile and do not have a vote. It may be beneficial to invite the host CO, XO, department heads, and Navy exchange officer to periodically attend these meetings as observers. These meetings should be open to all hands who live in the quarters.

The meeting place, time, and date should be announced at least 1 week in advance. It is preferable to schedule it at a regular time, for instance, the first Monday of every month at 1800 hours. The minutes should be forwarded to the CO for comment via the chain of command. The CO will make comments as appropriate and return them to the residents. The minutes with the CO's comments should then be posted on the official bulletin board and in the BQ newsletter. The largest circulation possible is desirable.

The advisory committee is not intended to replace the normal chain of command. It should be used along with the chain of command to be beneficial. The advisory committee should not engage in management decisions or duties.

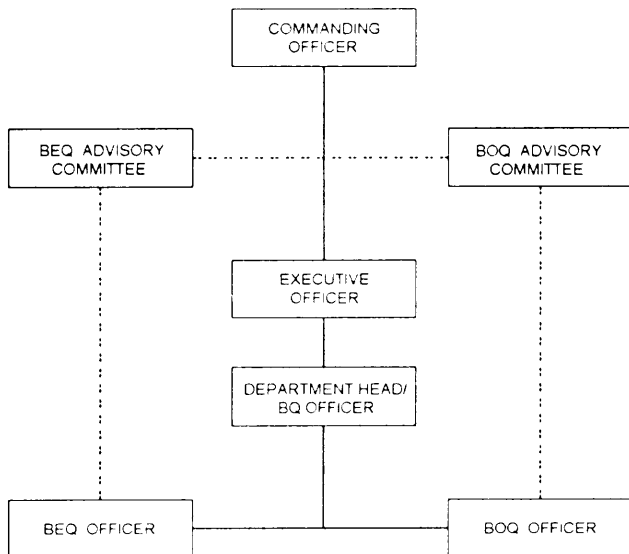
### **TIQ Officer**

The CO appoints a BQ officer who holds the position on a full-time basis. The following are some of the authorities and responsibilities of the BQ officer:

- Manages the BQ assets
- Serves as communication link between public works, the XO, and the BOQ or BEQ officer
- Authorizes work requests for corrective and preventive maintenance
- Is responsible for proper administration and operation of the front desk
- Is responsible for providing accommodations that meet minimum adequacy standards
- Serves as the COs designated representative for the certification of nonavailability of quarters
- Maintains and is accountable for nonappropriated funds
- prepares and submits budget for operating the BQ to the CO
- As appropriate, originates or provides input to all correspondence on the BQ operation. This is

especially so for BQ inventory, occupancy, and utilization reporting, per NAVPERS 15606.

The BQ officer is provided with an operating budget for the purchase of custodial equipment and supplies, office equipment and supplies, and linen.



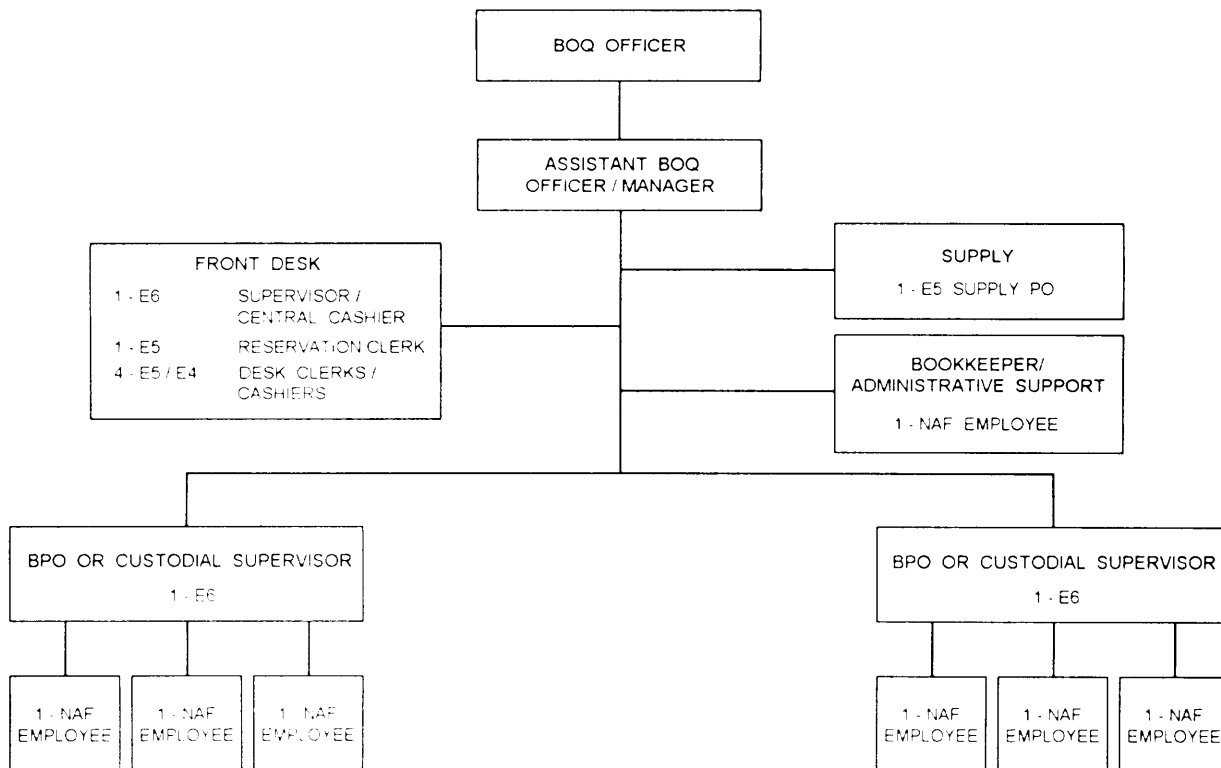
**Figure 10-1.—BQ organization.**

## BOQ and BEQ Officers

The BOQ and BEQ officers are the direct representatives of the BQ officer. In this capacity, they are responsible for the administration and management of both the BOQ and BEQ. Figures 10-1, 10-2, and 10-3 are provided to give an overview of the BQ, BOQ, and BEQ organizational frameworks respectively.

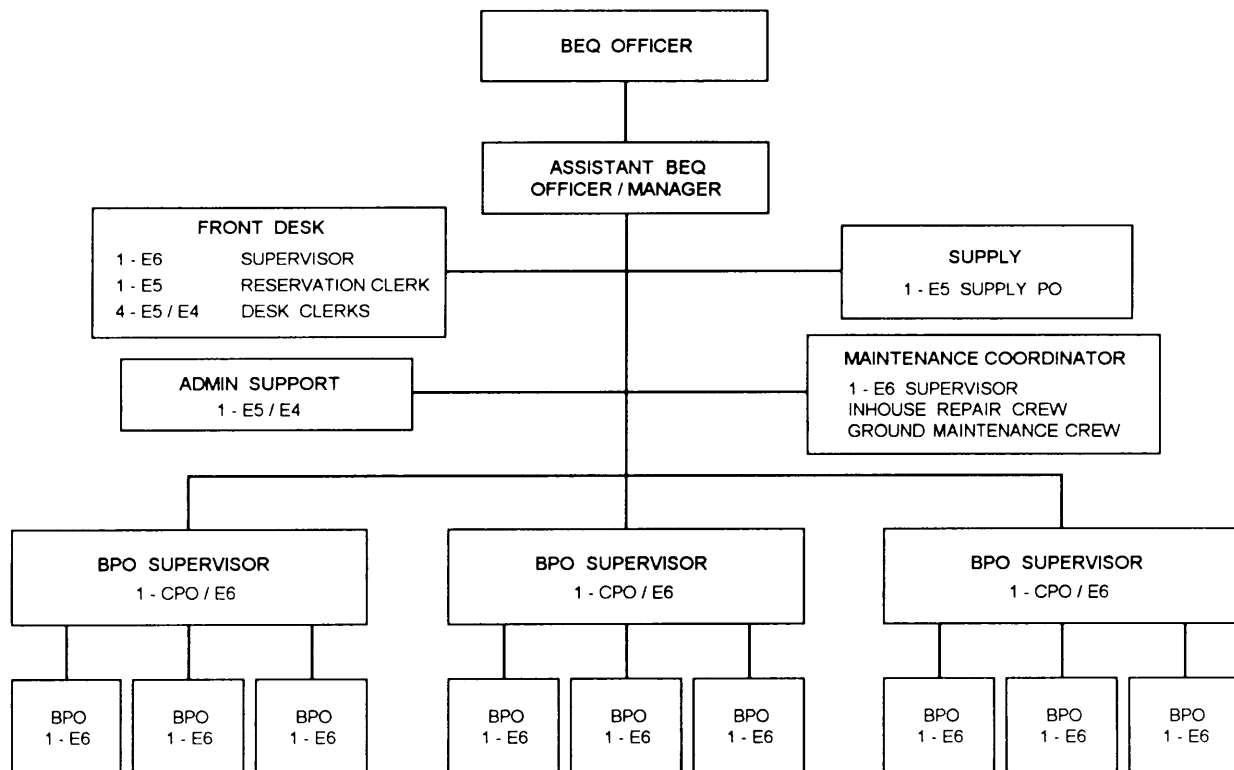
Normally, the BOQ and BEQ officers have the following similar responsibilities:

- Exercise overall supervision of operating the BOQ or BEQ, including budgeting and comprehensive planning
- Serve as custodian of all records and property of the BOQ or BEQ
- Assign duties and supervise the work of the enlisted personnel and civilian employees engaged in the various activities of the BQ
- Set up a continuing training program for all operating personnel
- Verify the receipts of merchandise and equipment
- Maintain accurate records and accounts of the BQ



**Figure 10-2. BOQ organization.**





**Figure 10-3.-BEQ organization.**

- Act as division officer for the enlisted personnel assigned to the BQ
- Sign purchase orders when present; otherwise, assign this duty to the purchasing agent who meets or contacts vendors
- Are responsible for the receipts, safekeeping, deposit, disbursement, and accountability of funds
- Prepare monthly financial statement of the BQ

### **Front Desk**

To maximize the effective use of limited staffing resources, establishing a front desk is strongly recommended. Where the presence of outlying quarters makes it impractical to maintain a central desk, a satellite desk is recommended. A further savings in resources can be realized by locating both the linen issue and cleaning gear check-out point in one central area. The size of the BQ complex determines the number of personnel required to meet these functions. The front desk personnel are responsible to the BQ officer.

The front desk is one of the first places an incoming individual encounters. Thus, the front desk personnel must provide a courteous and prompt berthing

assignment in a service-oriented, responsible atmosphere. Since first impressions are often lasting ones, the front desk is the point at which the individual should be greeted and issued the BQ welcome aboard pamphlet. It is the front desk clerk who should be able to answer incoming personnel inquiries about meal hours and base transportation. Residents should be advised of their responsibilities while living in the quarters at check-in time.

The front desk is the single contact point for the initial issue of linen, room assignments, and keys. Use of this method in the assignment of all BEQs and BOQs results in tighter control and better accountability. It also results in fuller use and more accurate reporting of matters on the availability and capacity of quarters, such as the number of per diem authorizations granted.

Some physical facilities do not permit guests and visitors access to the functional living area of the occupant. For this reason a special emphasis should be placed on the appearance of the front desk area. This is because it will serve as the locator and waiting or meeting area for the occupants and their guests.

The front desk clerk must have training, the necessary equipment, and a guide that specifies the list

of duties. Each duty should be explained separately and should be broken down into detail.

The front desk clerk has the following responsibilities:

- Must know the charges that must be collected from certain categories of guests. List of charges also should be posted at the front desk.
- Handles service and other charge payments for the BQ billeting fund.
- Must be instructed on how to prepare and complete BOQ and BEQ registration cards and computerized forms.
- Must be courteous, tactful, and maintain a standard method to welcome the incoming residents. The front desk clerk must be familiar with and have read the *Navy Customer Service Manual*, NAVEDTRA 10119-B1.
- Administers the provisions of NAVPERS 15606 and all pertinent Navy and local BQ instructions.
- Provides check-in and check-out service 24 hours a day, 7 days a week.
- Maintains locator file.
- Assigns all personnel (permanent and transient) to adequate rooms or space according to the BQ occupancy plan.
- Prepares and compiles the daily utilization worksheet.
- Coordinates and monitors public works trouble call logbook if a maintenance coordinator is not assigned.
- Maintains strict and accountable room key controls for the entire BQ. Refer to the NAVPERS 15606 for detailed information on actual BQ key control procedures.
- Acts as the BQ officer's representative during nonworking hours.
- Acts as cashier, handles all incoming funds, and cashes personal checks of the residents.
- Acts as custodian of all lost and found articles. Maintains records at the front desk. Periodically posts a list of items on the bulletin boards, publicizing items that have been found.

• Makes sure sundry items, if sold at the front desk, are available to meet the patron's requirements. This is done for the convenience of the patron regardless of the hour that the patron may request this service.

The front desk clerk should make every effort to furnish guests with information that will be helpful to them during their stay at the activity. Bulletin boards and comprehensive information brochures or welcome aboard pamphlets must be standard procedures in all BQs.

**WELCOME ABOARD PAMPHLETS.**— The front desk clerk must make sure all residents of the BQ who are reporting for permanent duty receive a welcome aboard pamphlet. This pamphlet is the primary source of information for residents and should be provided during check-in. To be effective, the welcome aboard pamphlet should be directed toward the BQ occupant and kept to a readable size. The BPO should review the pamphlet with the new resident and answer questions that may arise. A transient fact sheet maybe provided to all personnel in a transient status to reduce costs. Transient fact sheets cost much less to produce than full welcome aboard pamphlets.

The following items are mandatory for a welcome aboard pamphlet:

- Copy of the BQ regulations
- List of all services provided (exchanges, churches, special services) and their hours of operation
- Base map
- Civilian and military transportation available and schedules of this transportation
- Phone numbers of all emergency and service organizations
- Any information about environmental factors such as hurricane conditions, excessive hot or cold periods or seasons, possible flooding, and dangerous animals
- The warning signals for any emergency situation must also be given
- Applicable service charges for rooms

**Additional Items.**— The command also should consider including the following:

- Off-base recreation available
- Command letter of welcome

- Suggestion/complaint form

**Transient Fact Sheet.**— When providing an information sheet for transients, the following must be included:

- Condensed version of the BQ regulations, especially as they apply to transient residents
- Services offered and hours of operations
- Transportation available and schedules
- Emergency phone numbers
- Applicable service charges for rooms
- Base map

**SUGGESTION BOXES.**— Suggestion boxes are a good means of setting up communication between residents and the BQ officer. At small commands these boxes must be placed at the front desk. Large commands must place them in service areas such as

vending areas and laundries. The key to the suggestion boxes should be in the custody of the BQ officer. The BQ officer should make sure each suggestion receives a personal or written response. (See fig. 10-4.) The success of the suggestion box is based primarily on providing positive feedback to the occupant. The suggestions should be discussed at the BQ advisory committee meetings and posted on the bulletin boards with appropriate comments. Consideration should also be given to publishing the suggestions and responses in the BQ newsletter. Suggestions should be forwarded through the chain of command to get the required actions.

**NEWSLETTERS.**— The BQ newsletter is an excellent method for providing BQ residents with information on current events taking place in the BQ. The newsletter must be kept short, interesting, worth reading, and directed toward the residents. Some of the items that may be included in the newsletter are as follows:

### SAMPLE FORMAT BQ SUGGESTION SHEET

To: BQ OFFICER/MANAGER	DATE: _____
From:	
(Name and Rate)	SSN
Bldg #	Room #
COMMENTS	
To:	
(Name and Rate)	SSN
Bldg #	Room #
(This portion to be completed by management)	
(Explain what action was taken)	

**THANK YOU FOR YOUR CONCERN**  
The Management

Figure 10-4.—Bachelor quarters suggestion sheet.

- Minutes of BQ advisory committee meetings
- Suggestions or complaints and the action taken on them
- Projected BQ improvements
- BQ improvements accomplished
- New residents
- Ideas to improve living standards or solve problems

**HANDLING CASH.**— Your duties may involve handling cash receipts at the front desk. Any funds entrusted to your care must be handled strictly according to the established procedures without taking any shortcuts. This reduces the chance of error or shortage. As a cashier, you are held responsible for all funds in your custody. You are more likely to be involved with collecting cash for service charges. These duties normally include the following:

- Obtaining and counting the change fund
- Operating the cash register
- Receiving payments and making change
- Cashing checks (if authorized)
- Counting cash receipts
- Preparing the daily activity record

**Change Fund.**— A change fund is an amount of money advanced to a cashier for use in making change. Each cashier signs a receipt for the total value of the change fund and is responsible for it. It is very important, therefore, that you count the change fund before signing for it to make sure no error has been made.

The cashier normally receives the change fund before going on duty and returns it with the receipts when relieved. When the change fund is passed to a relieving cashier instead of being turned in with the cash receipts, the relieved cashier's cash receipt is documented on the Daily Activity Record, NAVCOMPT Form 2211 (fig. 10-5). Since the change fund is actually passed on to the relieving cashier, this fund is said to have "revolved."

**The Cash Register.**— Cash registers are normally used at each front desk location where the collection of money is a regular, daily occurrence. The use of a cash register is particularly desirable when written records are not made of each transaction. When a cash register

is not available or its use is not practical, a cashbox or drawer may be used. The following discussion applies to the use of cash registers. However, part of it also applies, with modifications, to the use of a cash drawer or cashbox for cash transactions.

A cash register should give years of service if it is not mistreated. Operating characteristics of the different makes and models vary widely, but most of them perform the same function.

In addition to keys for recording the amount of the transaction, special keys may be provided to indicate cash sales, paid out, and no sale. When more than one cashier uses the same cash register, special keys can be used to identify the cashier handling the transaction. One of the more important functions performed by the cash register is the accumulation of totals provided by its registers. Normally, a register is provided for each special key plus a grand total register. The registers are concealed by a locked cover that can be opened only by a key retained by the person designated to read the register. The register totals are gained by unlocking the cover and reading them visually or by printing out the totals on cash register tape.

A key also is provided to lock the cash register. This key should be held by the cashier. Whenever the cashier must leave the vicinity of the cash register, it should be locked. This will prevent access by unauthorized persons. The cash drawer of an empty cash register should always be left visibly open.

Special compartments are provided in the cash drawer for the various denominations of coins and bills. You may use whatever sequence you prefer in distributing coins and bills in the compartments, but be consistent. Also, different denominations of coins or bills should not be mixed in one compartment. If the coins and bills are mixed, making change will be more complicated and the chance for error will be increased. When new bills are received, a corner should be turned down on each bill to prevent them from sticking together. Checks and large bills may be placed in separate compartments or beneath the tray of the cash drawer.

**Payments and Change.**— As a cashier, you should develop correct habits for handling payments from patrons. You should use the following five steps when handling any cash transaction:

1. Count all money you handle carefully. This includes the change fund, the money you receive from customers, and any additional change you receive during the watch.

DAILY ACTIVITY RECORD NAVCOMPT FORM 2211 (REV. 3-72)				REGISTER NO.		
NAME OF DEPARTMENT			SIGNATURE OF CASHIER		DATE	
LINES 1 THRU 6 TO BE FILLED IN BY CASHIER	ITEM NO.	ITEM	AMOUNT			
	1.	CASH TURNED IN (DETAIL BELOW - ITEM 20)				
	2.	CHANGE FUND (-) (WHEN TURNED IN WITH RECEIPTS)				
	3.	REFUNDS (+)*				
	4.	CASH SALES				
	5.	CHARGE/COMMERCIAL CREDIT SALES				
	6.	TOTAL SALES: SALES SLIPS OR TICKET NUMBERS _____ THRU _____				
	7.	CHANGE FUND				
	8.	CASH RECEIPTS				
	9.	TOTAL CASH VERIFIED (LINE 7 + 8 = 9)				
PERSON VERIFY- ING CASH AND CHARGES WILL VERIFY LINES 1 2, AND 5 AND FILL IN LINES 7 THRU 11	10.	CHARGE SALES				
	11.	TOTAL VERIFIED (LINE 9 + 10 = 11)				
	12.	CLOSING REGISTER READING				
PERSON READING THE REGISTER WILL FILL IN LINES 13 THRU 18	13.	OPENING REGISTER READING				
	14.	REGISTER AMOUNT (LINE 12 - 13 = 14)				
	15.	OVER-RINGS (-) AND UNDER-RINGS (+)				
	16.	REFUNDS (+) (TO BE USED WHEN REFUNDS ARE REFLECTED IN REGULAR REGISTER READINGS)				
	17.	ADJUSTED REGISTER READING (LINE 14 ± 15 + 16 = 17)				
	18.	CASH OVERAGES OR SHORTAGES (CIRCLE: OVERAGE OR SHORTAGE)				
19. BREAKDOWN OF REVENUE (TO BE FILLED IN BY BOOKKEEPER)				20. DETAIL OF CASH TURNED IN (TO BE FILLED IN BY CASHIER)		
NAME OF ACCOUNT	ACCOUNT NO.	DEBIT AMOUNT	CREDIT AMOUNT	COINS	CENTS	\$
					NICKELS	
					DIMS	
					QUARTERS	
					HALF-DOLLARS	
TOTAL					TOTAL COINS	\$
				CURRENCY	ONE'S	
					FIVE'S	
					TEN'S	
					TWENTY'S	
					TOTAL CURRENCY	
				CHECKS/M.O.'S	U.S. CHECKS	
					OTHER CHECKS	
					MONEY ORDERS	
					TOTAL CHECKS/M.O.'S	\$
					GRAND TOTAL CASH TURNED IN	
SIGNATURE OF PERSON DESIGNATED TO READ REGISTER				SIGNATURE OF PERSON DESIGNATED TO VERIFY CASH AND CHARGES		
NOTE: TO MAKE CORRECTIONS: LINE THROUGH ERROR. WRITE CORRECT AMOUNT ABOVE ERROR. INITIAL AND DATE. CORRECTIONS ARE MADE ONLY BY PERSON MAKING ERROR. NO CORRECTIONS WILL BE MADE TO LINES 1 THROUGH 6.						

\* SIGNED REFUND VOUCHERS WILL BE ATTACHED  
 REMARKS: (Use reverse side if necessary)

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**Figure 10-5-Daily Activity Ricord, NAVCOMPT Form 2211.**

2. Repeat aloud the amount of money handed to you, as well as the amount if sale. You will avoid the chance of becoming confused, or the chance of the customer being mistaken about the amount of money given to you, by doing this for every sales transaction.

For example, as the person hands you the money, you should say, "Thank you, that will be \$4.35 out of \$5."

3. Leave the amount received on the change plate until you count the change from the cash drawer so there can be no question about the correct amount. If

someone interrupts you or you forget, you will have the exact amount received in front of you just below the keys of the cash register.

4. Count the change twice—first as you take it from the cash drawer, and again as you give it to the customer. Start counting the change from the amount rung until you build up to the amount received. For example, if you ring up \$4.35 out of \$5, you would pick up a nickel and a dime from the drawer and count aloud, “four forty, four fifty,” and then pickup two quarters and count, “four seventy-five, five dollars.” Repeat this procedure as you count the change into the customer’s hand. If you or the customer finds an error in the count, take back all the change, make the correction, and then count the change correctly. Be very careful not to put the customer’s money into the cash drawer until you have counted out the change and the customer has accepted it.

5. Handle only one transaction at a time. Concentrate on one customer exclusively. Take money from only one person at a time. Ring up one sale at a time. Close the cash drawer after completing each transaction.

**Cashing Checks.**— Each facility sets up its policy for cashing checks. As a cashier, your first responsibility must be to thoroughly familiarize yourself with that policy. Usually it will specify which cashiers may cash checks and the maximum amount for which a check can be cashed. This limitation is necessary because most cashiers do not keep a large amount of cash in their cash registers. Additionally, cashing large checks may deplete the tush needed for making change.

When accepting checks, either in payment for charges or for cashing, you should observe the following rules:

- They should be written in ink or indelible pencil.
- They must be dated and signed
- They must not contain corrections or erasures.
- The amount shown in figures must agree with the amount written out.
- The information on the check should correspond with the personal identification.

**Closing Out.**— At the close of business or at the end of your watch, you must close out the cash register. The results of this closing out are shown on the Daily Activity Record, NAVCOMPT Form 2211 (Fig. 10-5).

The cashier fills in the heading of the form and completes item 20 and lines 1 through 6. The person verifying cash and charges verifies lines 1, 2, and 5, and then completes lines 7 through 11. The next step is to have the person designated to read the cash register fill in lines 11 through 18.

### **Supply Petty Officer**

The supply petty officer (SPO) is responsible to the BQ officer for the procurement, custody, and issuance of linens and cleaning supplies. These responsibilities are further broken down in to the following particulars:

- Orderly issuing all cleaning supplies, furniture, and equipment for the BQs
- Processing requisitions for BPOs and placing bulk orders
- Maintaining usage data by accurately documenting issues of supplies
- Making sure proper issue/turn-in procedures are followed
- Ordering products that prove most effective and economical
- Controlling accountability, custody, and issues of linen
- Maintaining accurate linen inventory records
- Accounting for and replacing lost or worn-out linen
- Receiving and turning in linen to a cleaning contractor
- Maintaining an accurate inventory record of FF&E
- Maintaining accurate record for all assets (less cash) of the BQ for budget input

### **Building Petty Officer**

The BPO is responsible to the BOQ or BEQ officer for the overall cleanliness, material condition, and operation of a specific building or area. The BPO has the following responsibilities:

- Periodically inspects individual rooms for cleanliness and material condition

- Acquires and provides necessary supplies and equipment to clean and maintain the quarters effectively
- Supervises assigned enlisted personnel and civilian custodial staff in all phases of cleanliness, maintenance, and operation of the BQ
- Conducts daily inspections of all common use areas to make sure they are clean, sanitary, and attractive in appearance and habitability
- Serves as a primary contact between management and residents—to solicit recommendations on building conditions and policy for improvements
- provides room status to the front desk
- Controls FF&E in assigned areas
- Operating assigned baggage storeroom(s)

### Baggage Storeroom

At most BQs a baggage storeroom is maintained to store residents' unused baggage and personal property. The baggage storeroom may be the responsibility of the BPO or the front desk.

Of vital importance is the security of the personal property of the occupants and management's responsibility to safeguard these items. Strict account ability must be maintained to ensure this control. The system for operating the baggage room must afford the maximum security for the residents' possessions. Conversely, it must demand the minimum of time and work for the BPO or appointed custodian to allow this person to fulfill all other BPO duties. Local commands should provide guidelines showing what can and cannot be stored in the baggage room. Other than unsafe items such as flammables, corrosives, and firearms, residents should be permitted to store any excess gear in the baggage room.

Hours of operation should be designed to afford the residents ready access to the baggage room and the hours should be posted and widely publicized. To provide the strictest security possible, stringent procedures for access must be enforced. The BPO or appointed custodian should be the only staff member to have general access to the baggage room. Do not give residents the keys to the baggage room under any circumstances, as that would compromise security. Baggage room keys will not be on the master key ring.

The baggage key must remain in the custody of the custodian.

The following procedures should be used to check items into the baggage storeroom:

- A standard, sequentially numbered, three-part baggage storeroom form (fig. 10-6) is used. Identification is established by the sequential numbers in conjunction with the name and room number of the resident. The top part of the form is attached firmly to the item to be stored. The middle part is stapled to the upper left-hand corner of the registration card. The bottom part is given to the resident.

- If items are to be stored in a container, a joint inventory must be taken by the resident and the front desk or BPO. Even if the container is empty, an inventory should be taken, indicating an empty container. A copy of the inventory (fig. 10-7) must be placed in the container and a copy given to the resident.

- Residents checking in after hours or on weekends must keep items for storage until the next working day that the BPO is present.

- The following procedures must be used to check items out of the baggage storeroom:

- Check-outs are only made during normal hours of operation.

- Residents wishing to check items out for weekends must do so on or before the BPOs last working day of the week.

01015		
NAME _____		#1 Baggage
BILLETING SPACE _____		
-----		(PERFORATION OR "CUT HERE" LINE)
01015		
NAME _____		#2 Front desk
BILLETING SPACE _____		
-----		(PERFORATION OR "CUT HERE" LINE)
01015		
NAME _____		#3 Resident
BILLETING SPACE _____		

Figure 10-6.—Baggage storeroom form.

## SAMPLE FORMAT

## RESIDENT PERSONAL BAGGAGE INVENTORY SHEET

NAME \_\_\_\_\_

DATE \_\_\_\_\_

BILLETING SPACE \_\_\_\_\_

ITEM NAME

## MAKE

## COLOR

### CONDITION

RESIDENT'S SIGNATURE

BPO'S SIGNATURE \_\_\_\_\_

**Figure 10-7.—Resident personal baggage inventory sheet.**

- Ownership of the items should be verified by using the resident's claim check and military Identification Card, DD Form 2N. If the resident does not have the claim check, the stub attached to the space status display should be used to verify ownership. An exception to the check-out procedure will be made only during emergencies. The front desk should maintain a key to each baggage room in a sealed, signed envelope kept inside the emergency key locker for this purpose. The NAVPERS 15606 discusses the emergency key control locker under key control procedures in chapter 12.

- The BPO must maintain a log of items stored in the baggage room. The log should list the tag number, item type, date received, and date(s) resident reopened

and inventoried items. It also should list the date the resident removed items from storage.

- Upon relief, the relieving BPO must conduct an inventory with the current BPO before assuming the responsibility for the baggage storeroom. The information for this inventory may be obtained from the space status display.

## CARE OF QUARTERS

Care of quarters ashore is really not too different from that required aboard ship. On shore stations, a room attendant will normally be employed to perform bed-making and similar hotel services. In fact, quarters maintenance ashore is usually easier because the spaces



are less crowded, there are fewer difficult places to clean, and better use can be made of laborsaving equipment.

A well-equipped room service cart will save many steps because all required supplies can be taken to the room in one trip. In addition to carrying all cleaning equipment, the cart should have a place for clean linens, a bag or hamper for soiled linens, and a bag or container into which wastebaskets can be emptied.

Routine care is normally covered by cleaning schedules that list the jobs that are to be done daily and weekly, and personnel are assigned specific cleaning responsibilities. A room inventory should be taken with each daily cleaning using a checkoff list. Any missing items are recorded on the list, and it is referred to the BPO for appropriate action.

### **Custodial Force (Military or Civilian)**

The custodial force is responsible to the BPO for the cleanliness of the BQ. Specifically, the custodial force has the following responsibilities:

- As directed by the BPO, and depending upon the type and configuration of the quarters, cleans all the common use areas and the outside areas of the BQ daily
- Assists the BPO in maintaining the BQ in an appropriate level of safety, cleanliness, and comfort for the occupants
- Reports any complaints or suggestions directly to the BPO received about the BQ. Reports any known or suspected breaches of regulations or discipline within the BQs

### **Equipment and Supply Rooms**

Large amounts of cleaning equipment are ruined and become useless through the simple failure to provide for their proper storage. Brooms, foxtails, and radiator brushes quickly become useless if they are stored with the weight resting on their fibers. They should be suspended from wall mounts. Buffer brushes must be removed from the buffers when not in use. The practice of storing buffers with the brushes still attached soon crushes the fibers. This results in erratic buffer operation and requires the early purchase of new brushes.

Close supervision of the custodial cleaners is needed to make sure only correct cleaning agents are used for each job, and only the prescribed rations are

used when mixing products with water. The BQ staff should premix cleaning solutions before their use to avoid unnecessary waste. Swabs should be marked as to specific use (that is, strip, wax, or rinse) and not interchanged. They should be stored with the strands up, from wall mounts, to allow them to dry properly.

Usage data compiled for the cleaning supplies consumed in each building is a valuable tool. It can be used for both locating areas of waste and determining which cleaning agent is most effective.

High and low limits should be established to make sure adequate supplies are always on hand. The person in charge of the bulk storeroom area should maintain a record of receipts, issues, and inventory.

### **ADMIRAL ZUMWALT AWARD FOR BQ MANAGEMENT**

The Secretary of the Navy established the Admiral Elmo R. Zumwalt Award for BQ Management. Its purpose is to recognize those commands whose Navy bachelor quarters excel in providing responsible, well-managed, and habitable living conditions for naval personnel. Complete details of this award program are contained in the *Navy Bachelor Quarters Manual*, NAVPERS 15606.

The Admiral Zumwalt Award Program is sponsored by the Secretary of the Navy to indicate the high degree of importance attached to the living conditions of Navy men and women.

BUPERS administers the program, and provides suitable awards to be presented by the Secretary of the Navy to the three finalists in each of the following competitive categories of BEQ and BOQ management operations:

- Jumbo - 2,500 or more total spaces
- Large - 1,000 or more total spaces
- Medium - 300 to 999 total spaces
- Small - up to 299 total spaces

A space is defined as an increment of 72 square feet net (living area) for E-1 through E4 trainees and recruits and of 90 square feet for all other enlisted rooms and open bays.

### **TRAINING**

An effective training program in the management and administration of BQs is essential to establishing

and maintaining proper standards. Before making any person responsible for a task, you should be sure he or she knows how to perform it correctly. Training takes time and patience, but it pays off and failure to train can be costly.

On-the-job training is used primarily for teaching skills, and may be the best method for teaching complex operations. It is usually accomplished under informal conditions and with small groups. In BQ training situations, it should take place where the job is actually performed.

Ideally, on-the-job training should be preceded by more formal classroom training to give the trainee a thorough grounding in the subject matters. Lectures or lecture-demonstrations may be used to familiarize the trainee with the basic operations and to develop the proper trainee attitudes. If the preliminary training is adequate, the on-the-job training can progress quickly to more advanced skills. In-depth training requirements are identified in NAVPERS 15606.

## **BACHELOR QUARTERS MANAGEMENT SCHOOL**

CNET has established the BQ management class C school. This school is located at both the Service School Command (SSC), San Diego, California, and the Fleet Training Center (FTC), Norfolk, Virginia. This school is 3 weeks in length and is listed under course number A-800-0021 in the *Catalog of Navy Training Courses*, NAVEDTRA 10500.

The purpose of the school is to provide prospective BQ managers with the principles of management and organization necessary to provide efficient operation and maintenance of BQs, thus, enhancing living conditions for bachelor military personnel. The BQ management school is for enlisted members E-5 through E-9; officers W-1 through O-3; and civilians of comparable grades. A Navy enlisted classification (NEC) is awarded to personnel who successfully complete the course. The school's curriculum includes the following topics:

- Orientation
- Principles of management and organization
- Occupancy criteria and eligibility
- Facility maintenance and custodial services
- Front desk procedures

- Procedures for maintaining supplies and equipment
- Safety and security
- Inspections
- Administration of contracts and funds
- Budget planning
- Search and seizure procedures

## **BACHELOR QUARTERS MANAGEMENT ASSISTANCE and INSPECTION TEAM**

The CNO has established the MAIT, located in Washington, DC. This team consists of highly qualified senior MS personnel who are specially trained to help commands improve BQ management so that living conditions may be improved and operational costs reduced. The team will inspect each command approximately every 3 years.

The team will normally conduct the inspection in the following manner:

- Introduction—the team meets the CO, BQ officer, and staff.
- Inspection—the team examines every facet of the quarters operation including living areas, front desk, supply operation, and the relationship with other command departments.
- Training—as time permits, the team provides training to the quarters staff tailored to the command's needs.
- Point-by-point brief—the BQ officer is briefed in detail on the team's findings during the inspection.
- Exit brief—the CO is briefed on the highlights of the team's findings and recommendations, plus the training conducted.

These procedures may be changed to meet local conditions, but the team will always strive to conduct the visit with the smallest possible disturbance to the command's routine.

BUPERS will provide a written report of the findings and recommendations of the MAIT to the host command via the major claimant. The host command will advise PERS-671 in writing of actions taken on the recommendations and keep copies of the recommendations and actions taken. They also will

provide copies of both to the inspectors on subsequent command inspections.

The following list contains some of the most important publications that are useful in setting up a training program:

- NAVPERS 15606, *Navy Bachelor Quarters Manual*
- NAVFAC MO-125, *Custodial Services Manual*
- NAVPERS 15159, *Manual for Messes Ashore*, chapter IV

- NAVSO P-3520, *Financial Management Policies and Procedures for Morale, Welfare, and Recreation Programs*
- NAVEDTRA 10119-B1, *Navy Customer Service Manual*

The BQ MAIT also conducts assist visits as scheduling permits. Funded by the requesting activity, an assist visit is conducted in much the same way as inspections with more emphasis placed upon training. The type of training provided is based upon the weaknesses found at the command.

